Family Centered Services of CT (CCCC)
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	31	37	-16% ▼
	Admits	12	15	-20% ▼
	Discharges	14	15	-7%
	Service Hours	620	731	-15% ▼

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	31	100.0%

Consumer Satisfaction Survey (Based on 12 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		100%	80%	83%
✓ Recovery		83%	80%	79%

Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

Client Demographics

Age	#	%	State Avg
18-25	2	6%	13%
26-34	12	39% ▲	23%
35-44	11	35% ▲	19%
45-54	6	19%	23%
55-64			16% ▼
65+			5%

Gender	#	%	State Avg
Female	31	100% ▲	41%
Male			59% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	23	74%	75%
Hisp-Puerto Rican	6	19%	12%
Unknown	2	6%	6%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			6%

Race	#	%	State Avg
Black/African American	12	39% ▲	17%
White/Caucasian	9	29% ▼	65%
Other	8	26% ▲	13%
Asian	2	6%	1%
Am. Indian/Native Alaskan			0%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			3%

Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Dwight St. Parent Supp 914-291
Family Centered Services of CT (CCCC)
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	15	-27%	▼
Admits	1	1	0%	
Discharges	2	4	-50%	▼
Service Hours	267	421	-37%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	69%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions				■			17%
Discharges	■				■		33%
Services	■	■	■	■	■		83%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	50%	50%	51%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		11	100%	60%	64%	40%	▲
✓ Stable Living Situation		10	91%	80%	81%	11%	▲
● Employed		1	9%	20%	10%	-11%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	63%	10%

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs

Parent Education CM 914-290
Family Centered Services of CT (CCCC)
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	22	-9%	
Admits	11	14	-21%	▼
Discharges	12	11	9%	
Service Hours	353	311	14%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	69%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	50%	50%	51%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		18	90%	60%	64%	30%	▲
✓ Employed		9	45%	20%	10%	25%	▲
✓ Stable Living Situation		18	90%	80%	81%	10%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		7	88%	90%	63%	-2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■		■	■	■	■	83%
Discharges	■	■	■	■		■	83%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs